

Empowers
customer service
team with a single,
searchable source
of truth



Onboarding
decrease
by 84%



Staff
engagement
increase

The Challenge

Handling customer service calls for a population of more than 200,000 people is no easy task – and it's even harder without an effective knowledge base. This was the challenge facing Liverpool City Council. The customer service team relied on a thick, physical manual for resolving customer queries, which was not only cumbersome to use, but also a nightmare to keep up-to-date.

Anna Rizos, Manager of Customer Experience at Liverpool City Council, explains:

"Our customer service workspace is quite isolated from the rest of the organization, so it was hard for us to get timely updates. Sometimes customers knew things before we did."

Without easy access to the latest knowledge, staff struggled to achieve first-call resolutions – impacting both customer satisfaction and employee engagement – and onboarding new employees took up to 26 weeks.



The Objective

With its sights set on transforming its legacy approach to customer service, the Council decided to consolidate its information into a modern knowledge management system that could help it meet the following goals:

- Create a single source of truth that was easy to update and intuitive to use
- Boost customer satisfaction through improved first-call resolution rate;
- Enhance employee engagement; and
- Accelerate new employee onboarding.

“

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Anna Rizos
Manager of Customer Experience



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The Outcome

With livepro providing a single, searchable source of up-to-date knowledge, the customer service team now has the tools to resolve calls quickly and accurately. Anna said: "Staff satisfaction has been a big reward from this project. They've become confident in the knowledge they're sharing with customers. Our customers are also enjoying major benefits, with the quality, speed and consistency of customer service improving significantly."

The new system is helping the customer service team confidently resolve customer enquiries at the first point of contact. What's more, livepro's ease of use has taken all of the complexity out of staff training, **cutting the onboarding process for new customer service representatives from 26 weeks to just four weeks.**

And livepro isn't just improving existing services, it's also empowering the Council to help Liverpool residents in new ways. Unprecedented mobility has enabled Liverpool City Council to deploy livepro at its mobile Mayoral office. The Council is currently planning to roll out the system to other citizen-facing centres beyond the customer service space.



About livepro

For over 20 years livepro has been the leading provider of premium knowledge management to award-winning customer service centers. Organizations from every major industry all over the world trust livepro to help them improve customer experience, reduce costs, engage employees, ensure compliance and offer management insights. At livepro, we pride ourselves on having the system that is the easiest to use, easiest to manage and a team that is the easiest to work with - always.



Contact livepro today

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